

## INTERAGENCY CONTRACT MANAGEMENT STRUCTURE

There are several, distinct parties involved in the management of this contract. These include the: Interagency Oversight Council, which is composed of the Designated Agency head from each of the participating agencies; Contracting Officer (CO); Agency Contracting Officer's Technical Representatives for each of the participating agencies; Agency Implementation Teams that serve in an "on-call" basis; and the Interagency Contract Management Office (ICMO) staff. The ICMO staff will support the following major activities: Program Management/COR, Financial Analyst and a Systems Analyst. If other staff positions (permanent or temporary) are appropriate, they will be specified in the Annual Plan (defined below).

1. **Interagency Contract Management Office (ICMO)**. The ICMO is the cornerstone of the NRRS™. It performs the following major tasks:
  1. Provides all on-site management and administration of the NRRS™ service contract under the general direction of the Contracting Officer.
  2. Provides financial administration and disbursement of all funds that pass through the NRRS™.
  3. Manages the NRRS™ performance measurement system to evaluate service contractor's performance and make a quarterly adjust the contractor's quarterly pay.
  4. Oversees other contracts and agreements necessary to support the operation of the NRRS™. These include:
    - Contracts with Department of Treasury for Bank Card and Lockbox services.
    - Interface with USDA, National Finance Center.
2. **ICMO Staff**. The major duties of the ICMO are:
  1. **Program Manager/COR**. This function has two major roles. The Program Manager:
    - Identifies NRRS™ policy issues and recommends a course of action to the Interagency Oversight Council.
    - Implements the direction of the Interagency Oversight Council on all

- Serves as the principal spokesperson for the NRRS™ in discussions with the participating agencies, other Federal agencies and the public on the operation of the reservation service.
- Supervises permanent staff assigned to the ICMO and coordinates and directs the work of the Implementation Teams.

The COR is responsible for the following:

- Monitors the Contractor's performance and administers the terms of the contract.
  - Receives direction from the CO.
  - Identifies any changes in contract specifications that may be appropriate and coordinates them with the participating agencies. Provides final recommendations on specification changes to the CO.
2. Financial Management. This function:

Tracks the flow of funds processed by the service contractor and transferred to the Government-designated bank(s).

- Tracks reservation transactions through the Contractor's Central Reservation System.
- Reconciles reservation transactions against financial receipts.
- Pays the Contractor, other Sales Channel providers, and other vendors, based on invoices received.
- Bills the Contractor for FTS2000 services, if this service is provided to the Contractor under the terms of the contract.
- Disburses net funds to specific Agency accounts, concessionaires and lessees based on the Field Locations where the funds were generated.
- Maintains NRRS™ records for audit by others.
- Develops financial reports for the NRRS™ that meet required Agency accounting standards.
- Supervises financial support staff doing ICMO accounting work.

3. Systems Analysis. This function:

- Monitor Contractor's performance through use of performance measurement data.
- Recommends to COR, adjustments in the Contractor's quarterly performance-based pay, using the results of quarterly performance measurement data.
- Recommends to COR, adjustments or modifications to the existing performance measurement standards.
- Develops and processes management information reports.
- Develops system status and performance reports for the COR.
- Serves as the Point of Contact for agencies concerning obtaining and maintaining telecommunications connectivity.
- Works with the Contractor to resolve communications issues, such as use of Agency Intranet and e-mail connections.
- Maintains/coordinates ICMO systems maintenance on a day-to-day basis using Agency Information Management resources and/or service contracts for higher-level support.

**ANNUAL REPORT.** The ICMO will provide each participating agency a report each January 15, that details performance of the reservation service as a whole and the specific services that were provided to the each agency. The report will include:

- Totals showing numbers of transactions processed by the Contractor for each of the sales channels (Call Center, Internet, Field Locations, Support for Field Locations and Future) during the previous calendar year.
- A complete NRRS™ Financial Statement for the previous FY. It will include:

- Total revenues generated through the sale of reservation services by the Contractor.
- Total costs for providing reservation services.
- Appropriated funds expended.
- Data on customer satisfaction and overall Contractor performance.
- Comparison of the current years performance with the previous years performance.